

Dee May
Assistant Vice President
Federal Regulatory

RECEIPT



1300 I Street, NW, Floor 400W
Washington, DC 20005

Phone 202 515-2529
Fax 202 336-7922
dolores.a.may@verizon.com

RECEIVED - FCC

November 26, 2001

NOV 26 2001

Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Federal Communication Commission
Bureau/Office

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for October 2001. We are providing you with disks containing ASCII files of the results in the format you requested.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

As we have previously mentioned, Verizon has discovered that, for some measurements, the level of disaggregation called for in Attachments A-2a and A-2b of Appendix D differs from the level of disaggregation specified in Attachments A-5a and A-5b. The enclosed performance measurement results provide data at the more disaggregated level specified in Attachments A-5a and A-5b. In addition, in a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May" followed by a stylized monogram or initials.

Without Confidential Enclosures

cc: Mark Stone (w/o confidential enclosures)
Ellen Becker (w/confidential enclosures)
Frank Hopwood (w/confidential enclosures)
Whitey Thayer (w/confidential enclosures)

September 2001

Definitional Status for Performance measures:

Certain issues affect months previously reported, as noted below.

East States:**PO-1 OSS Response Time**

Product	Month(s)	Comment
EDI -Retail PO-1-04 (NH only)	September 2001	The data was incorrectly reported as NA for the month of September 2001. Process has been corrected with the October 2001 data month.

OR-1 Order Confirmation Timeliness**OR-2 Reject Timeliness****OR-5 Percent Flow Through**

Product	Month(s)	Comment
UNE, Resale OR-1, OR-2, OR-5 (fBA-South only)	January 2001 – September 2001	Certain orders carried a flowthrough indicator of "N" (No) even though they did flow through, causing them to be incorrectly included in the non-flowthrough metrics rather than the flowthrough metrics. Process has been corrected with the October 2001 data month.

PR-4 - Missed Appointments**PR-5 – Facility Missed Orders**

Product	Month(s)	Comment
Specials, Trunks PR-4-02 PR-5-03 (fBA-South only)	January 2001 – December 2001	Customer caused delays are incorrectly included in both numerator and denominator causing the metric to be reported incorrectly. Process will be corrected with January 2002 data month.
UNE PR-4-10	October 2001 - ongoing	The change previously discussed during a meeting on August 17, 2000, and expected for July 2000 data month was not implemented until October 2001. As a result of process changes in the DSL collaborative there has been significant reduction or elimination of Due Date -2 testing. The measure now contains all DSL loops with or without a Due Date -2 test as well as those where no serial number exists. This change enables a more meaningful reporting of DSL loop performance.
Retail PR-4-05 PA-East	June 2001 and August 2001	Retail Line Sharing data was missing from the data file resulting in the reporting of NA in the result. Process was corrected for September 2001 data month.

East and West States:
NP – 1 – Network Performance

Product	Month(s)	Comment
Trunks NP-1-04	June 2001 – August 2001	Performance was incorrectly reported as N/A when the results for all states were zero. Process has been corrected for the September 2001 data month.